

**GREATER DAYTON MINORITY BUSINESS ASSISTANCE CENTER
PROGRAM DIRECTOR**

Reports to: Executive Director, City of Dayton Human Relations Council

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Qualifications

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This **position is grant funded and contingent upon availability of funding.**

Purpose

As Ohio's lead facilitator in the state's effort to encourage minority business growth, Minority Business Enterprise Division (MBED) assists in the creation, growth, and development of minority business enterprises throughout the state. A key priority of MBED is to increase the level of services statewide that support the growth and expansion of minority, socially, and economically disadvantaged businesses and emerging entrepreneurs in the urban core. The Minority Business Assistance Centers (MBCA) network works with all levels of government and private businesses to aid in the economic growth and development of minority and disadvantaged business communities, and increases the awareness of local, state, and federal business assistance resources. The City of Dayton Human Relations Council serves as host for the Greater Dayton MBAC. The center is responsible for providing services to Montgomery, Greene, Clark, Miami, Darke, and Preble counties. The Program Director of Minority Business Assistance Center is responsible for managing and achieving performance goals identified by the State of Ohio and the City of Dayton.

Supervisory Responsibilities

As a member of the management team, the incumbent recommends hiring, transfers, suspensions, promotions or discharge of subordinates. The incumbent must maintain a thorough knowledge of administrative policies and procedures, standard operating guidelines/procedures and will provide discipline as required. Supervisors address complaints and resolves problems.

Essential Duties and Responsibilities

(Include but are not limited to the following. Other duties may be assigned)

The Program Director of MBCA is responsible for coordinating activities that accomplish the purposes of the grant agreement which include defining, developing, and implementing required projects; provide one-on-one counseling to minority businesses; originating and conducting meetings with community leaders, state and local officials, and for the overall provision and direction of professional services for minority and disadvantaged businesses.

The incumbent is responsible for the following duties:

- A. Devote approximately 75% of his/her time to counseling and 25% to managing the center and performing outreach responsibilities.
- B. Planning and coordinating programs and activities consistent with the goals and objectives of the center, overseeing all development, reporting and delivery.
- C. Identify additional funding opportunities to expand MBAC services.
- D. Develop and submit center budgets.
- E. Submit quarterly and annual reports.
- F. Attend regional and state conferences.
- G. Provide and facilitate free, in-depth individual business analysis and referral of clients to appropriate resources as needed.
- H. Encourage and coordinate the strengthening of relations between MBAC, Ohio Department of Development, local chambers of commerce, banks, trade groups, network partners, and/or host agency.
- I. Supervises center support staff and manages the center's budget and activities.
- J. Evaluates program's effectiveness and measures the impact of services provided.
- K. Coordinates business activities with local, state, and federal agencies.
- L. Identifies and works with other private and public entities providing volunteer/free counseling services.
- M. Promotes the MBAC and serves as an advocate for businesses interested in doing business with various government and private entities.
- N. Develops internal and external resources to accomplish program objectives.
- O. Encourages businesses and businesspersons to provide volunteer consulting services and/or training.
- P. Develop and provide specific information, reports and/or special services as requested or required.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- 1. Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- 2. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- 3. Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

1. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
2. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
4. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
5. Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Leadership

1. Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
2. Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
3. Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
4. Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
5. Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
6. Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.
7. Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
8. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

9. Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Self Management

1. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
2. Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
3. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
4. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
5. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
6. Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
7. Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
8. Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
9. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
10. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
11. Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Computer Skills

To perform this job successfully, an individual should have the following knowledge, skills, or abilities:

1. Intermediate knowledge of MS Word
2. Intermediate knowledge of MS Outlook
3. Intermediate knowledge of MS Excel
4. Intermediate knowledge of Internet Explorer

5. Ability to learn intermediate State of Ohio MBD Assist
6. Ability to learn basic Banner skills
7. Ability to learn intermediate Adobe skills

Language Skills

1. Ability to effectively present information on one-on-one and small group situations to customers, clients, and other employees of the organization.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
3. Ability to effectively present information to top management or the public.
4. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

Mathematical Skills

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
3. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

1. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
2. Ability to define problems, collect data, establish facts, and draw valid conclusions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands and fingers to handle or feel; reach with hands and arms; and may occasionally be required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low to moderate.

Education

Bachelor's degree in Business Administration, Public Administration or other closely related field is required.

Experience

Seven (7) years of experience working in business management, fiscal planning and accounting, employee training and development, small business development, office management and other support functions is required, with two (2) of the seven (7) years in a supervisory capacity. Experience as a business owner is strongly desired.

Certificates, Licenses, Registrations

1. Must have a valid driver's license at time of appointment and maintain as a condition of continued employment.
2. Must obtain a Certified Business Advisor (CBA) certification within one year of appointment/promotion.
3. Must Kauffman FastTrac certification within one year of appointment/promotion.

Other Qualifications

1. Must be able to pass a pre-employment/promotion drug screen.
2. Must be able to pass a pre-employment/promotion police background investigation.
3. Must be available to travel.
4. Within one year of appointment/promotion candidates must be able to demonstrate the required computer skills as listed above to progress through the assigned pay scale for this classification.